

# **How Do I Update/Change My Password**

## **Introduction**

Just like requesting access to the EIS Gateway, EPA's password policy addresses two types of users; external users and internal EPA users. The passwords for internal EPA users are synchronized with their existing LAN password. When internal EPA users change their existing LAN password, your EPA Portal password is changed as well.

External users, those who registered for access to the EPA Portal, must follow the steps outlined below to change their password.

There are two possible scenarios for updating/changing your password. The first is if you know your current password and want to change it to a new password. The second is if you have forgotten your password and need a new password.



## Scenario #1: Changing Your Existing Password

### Step 1:

Access the EPA Portal at <http://portal.epa.gov>. Enter your User ID and password, and click Login.



#### Login Instructions

If you have an EPA LAN account, log in using the following: User Name = your LAN id and Password = your LAN password.  
If you DO NOT have an EPA LAN account you will need to request access to the Portal using the "Request Access to the EPA Portal" link below.

#### Login

Enter your user name and password to login.

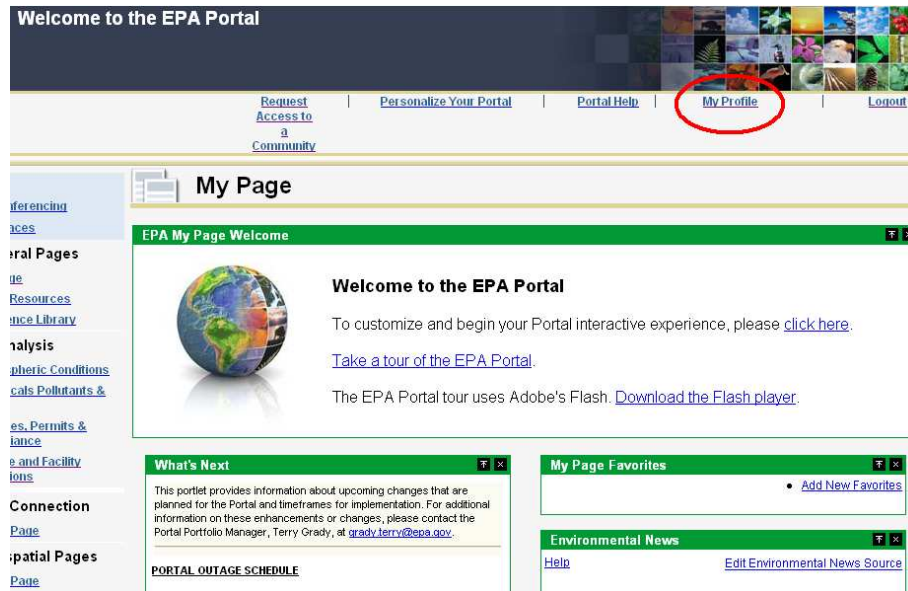
User Name

Password



## Step 2:

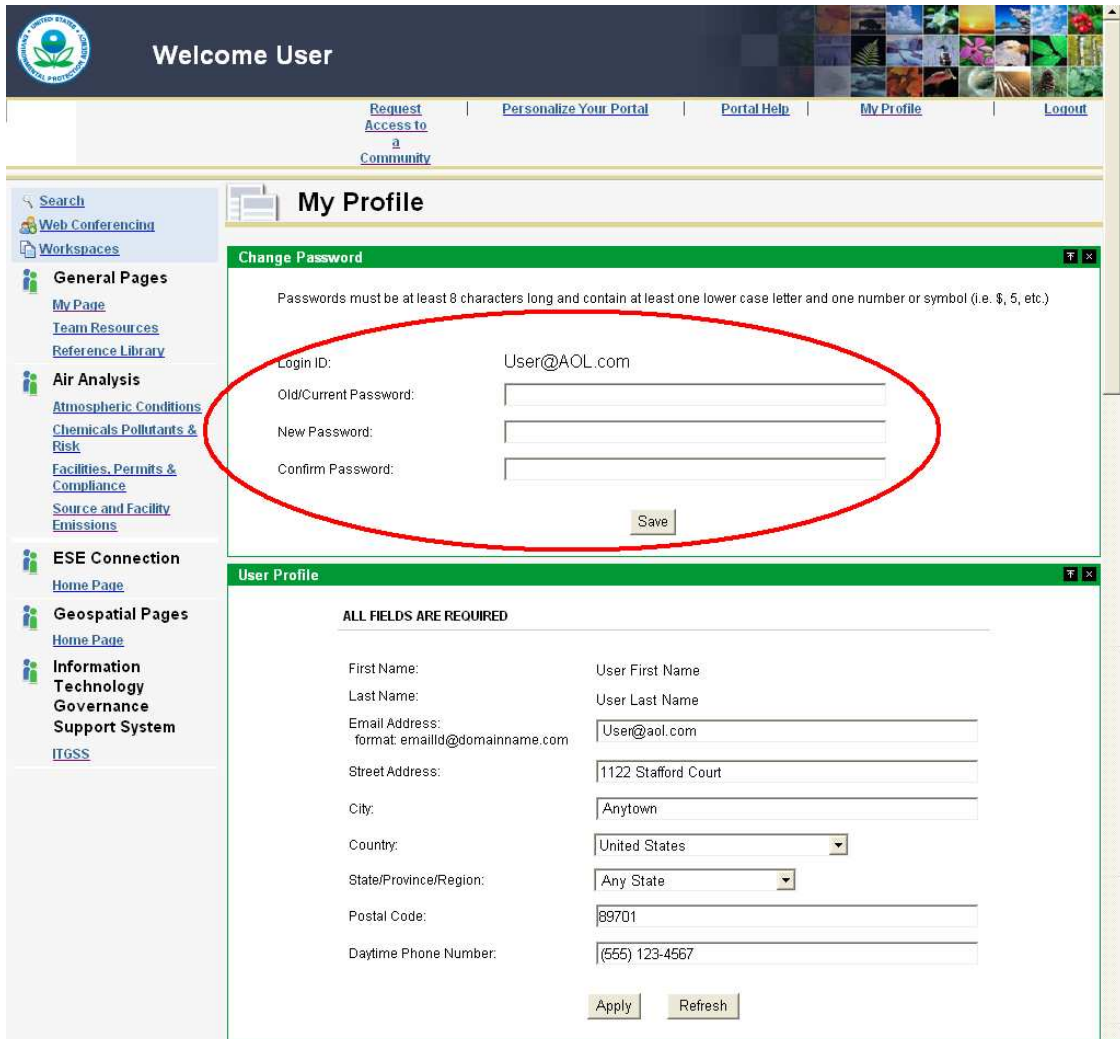
Select the “My Profile” option at the top of the page.



### Step 3:

Once you select the My Profile option, the My Profile page will appear. To change your password, enter your current password, enter your new password, and then re-enter your new password as confirmation. Select the Save button to save your changes.

You may choose to logout or navigate to another page within the EPA Portal.



The screenshot displays the EPA Portal's 'My Profile' page. The top navigation bar includes links for 'Request Access to a Community', 'Personalize Your Portal', 'Portal Help', 'My Profile', and 'Logout'. The left sidebar contains a search bar and various menu categories: 'General Pages' (My Page, Team Resources, Reference Library), 'Air Analysis' (Atmospheric Conditions, Chemicals Pollutants & Risk, Facilities, Permits & Compliance, Source and Facility Emissions), 'ESE Connection' (Home Page), 'Geospatial Pages' (Home Page), and 'Information Technology Governance Support System' (ITGSS).

The main content area is titled 'My Profile' and contains two sections:

- Change Password:** This section is highlighted with a red oval. It includes a password requirement note: 'Passwords must be at least 8 characters long and contain at least one lower case letter and one number or symbol (i.e. \$, 5, etc.)'. Below this are input fields for 'Login ID:' (pre-filled with 'User@AOL.com'), 'Old/Current Password:', 'New Password:', and 'Confirm Password:'. A 'Save' button is located at the bottom right of this section.
- User Profile:** This section is titled 'ALL FIELDS ARE REQUIRED'. It contains input fields for 'First Name:', 'Last Name:', 'Email Address:' (with a format hint 'emailld@domainname.com'), 'Street Address:', 'City:', 'Country:' (a dropdown menu showing 'United States'), 'State/Province/Region:' (a dropdown menu showing 'Any State'), 'Postal Code:', and 'Daytime Phone Number:'. 'Apply' and 'Refresh' buttons are at the bottom right of this section.



## Scenario #2: Request a New Password

### Step 1:

Access the EPA Portal at <http://portal.epa.gov>. Select the option at the bottom right of the screen entitled “Forget your user id or password?”

Welcome to the EPA Portal

[Portal Help](#)

**Login Instructions**

If you have an EPA LAN account, log in using the following: User Name = your LAN id and Password = your LAN password.  
If you DO NOT have an EPA LAN account you will need to request access to the Portal using the "Request Access to the EPA Portal" link below.

**Login**

**WARNING NOTICE:** This is a United States Environmental Protection Agency (EPA) computer system, which may be accessed and used only for official Government business. Unauthorized access or use of this system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be monitored, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including law enforcement. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms. Clicking the Login button constitutes consent to these terms.

Enter your user name and password to login.

User Name

Password

**Resources for EPA business partners and affiliates.**  
If you do not have an EPA LAN account, please click on the appropriate link below.

[Forgot your user id or password?](#) [Request Access to the EPA Portal](#)

**Instructions for Bookmarking the Portal**

For help with bookmarking the Portal login page, please see [Bookmark Instructions for the EPA Portal](#).

**epaAuth** Need Assistance? Call the EPA Customer Support Center at 1-866-411-4EPA or email at [EPACallCenter@epa.gov](mailto:EPACallCenter@epa.gov)

[Contact Us](#) [Privacy & Security Notice](#)



## Step 2:

Type your user name into the box in the first section. Click on the Reset and Email my Password button. You should receive a new password within one business day.

Welcome to EPA Portal

**Login Reset**

**\*\* USE THIS FORM ONLY IF YOU DO NOT HAVE AN epa.gov EMAIL ADDRESS \*\***

For the user who has an EPA email account: Your user name and password are the same as your network user name and password. If you forget your user name or password, please contact your administ  
You can not use this screen to reset your user name and/or password.

If you forgot your password, put in your user name to reset the password and have it email to you.

User Name

If you forgot your user name, put in your first and last name to look up your user name and have it email to you.

First Name

Last Name

[Help](#)